

Notice of Allowability

Application No.

09/431,017

Applicant(s)

ANDERSON ET AL.

Examiner

Art Unit

Quynh H. Nguyen

2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to 7/25/05.
2. ☒ The allowed claim(s) is/are 1,5-25,27-33, and 35-36 renumbered as claims 1-31.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some* c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
- (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
- 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
- (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

- | | |
|---|--|
| 1. <input type="checkbox"/> Notice of References Cited (PTO-892) | 5. <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 2. <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 6. <input checked="" type="checkbox"/> Interview Summary (PTO-413),
Paper No./Mail Date _____ |
| 3. <input type="checkbox"/> Information Disclosure Statements (PTO-1449 or PTO/SB/08),
Paper No./Mail Date _____ | 7. <input checked="" type="checkbox"/> Examiner's Amendment/Comment |
| 4. <input type="checkbox"/> Examiner's Comment Regarding Requirement for Deposit
of Biological Material | 8. <input type="checkbox"/> Examiner's Statement of Reasons for Allowance |
| | 9. <input type="checkbox"/> Other _____ |

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EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

2. Authorization for this examiner's amendment was given in a telephone interview with Mr. Andrew R. Martin on 09/21/05.

3. Independent claims 13 and 28 have been amended as follows:

13. (Currently Amended) A method of monitoring and presenting call center statistics in a call center, said method comprising:

establishing a plurality of resource relationship profiles defining a plurality of relationships between different types of call center resources;

assigning a relationship key field corresponding to said resource relationship profile to call center resource data for each of said call center resources assigned to said relationship profile;

establishing a plurality of call center strategy profiles defining a plurality of call center strategies, each of said call center strategies including a plurality of goals having at least one user-defined strategy threshold;

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receiving call center statistic data pertaining to said call center resources;

presenting a user with a plurality of statistics display options corresponding to said resource relationship profiles;

displaying said call center statistics data pertaining to said call center resources assigned to said resource relationship profile corresponding to a selected statistics display option selected by a user from said plurality of statistics display options; and

providing an indication when said user-defined strategy threshold of one of said plurality of goals has not been reached.

28. (Currently Amended) A call center strategy and action management system for use in a call center, said system comprising:

action detail data defining a plurality of generic actions that can be taken within said call center;


an action builder, responsive to a user input, for accessing said action detail data, for creating a graphical user interface presenting said generic actions to a user for selection, for combining user-defined specific action details with user-selected generic actions to build user-defined available actions in said call center;

goal data defining goals to be achieved within said call center; and

a strategy manager, responsive to user input, for accessing said goal data, for creating a graphical user interface presenting said goals and said available actions to said user for selection, and for assigning at least one user-defined threshold to a user-selected goal and for assigning at least one user-selected available action to said user-

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defined threshold such that said user-selected available action will occur when said user-defined threshold is met, ~~for obtaining call center statistics from a plurality of different types of call center resources, for creating a graphical user interface for presenting said call center statistics from said plurality of different types of resources~~for obtaining call center statistics from said plurality of different types of call center resources having a matching resource relationship key field matching a selected resource relationship key field of a selected resource relationship profile, for creating a graphical user interface for presenting said call center statistics from said plurality of different types of resources having said matching resource relationship key field.


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